

REMARKS

Reconsideration and further examination of the subject patent application in light of the present Amendment, and the following Remarks is respectfully requested. Claims 1-32 are currently pending in the application. Claims 1-32 have been rejected under 35 U.S.C. §103(a) as being unpatentable over U.S. Pat. No. 5,546,456 to Vilsoet et al. in view of U.S. Pat. No. 5,155,763 to Bigus and U.S. Pat. No. 5,864,617 to Donnnelly and further in view of Corduroy et al. (U.S. Pat. No. 5,978,465). After careful review of the claims as amended, it is believed that the remaining claims are in allowable form and a Notice of Allowance is respectfully requested.

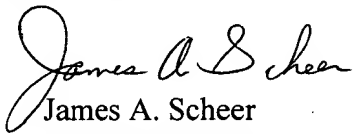
The Examiner has rejected all the claims as unpatentable over Vilsoet et al. in view Bigus, Donnelly, and Corduroy. The independent claims 1, 10, 19, and 29 have been amended to call for a group neural network for each group to determine an agent resource status, and another neural network to determine agent reassignment based on the agent resource status and other parameters (see e.g. p. 9 (3rd para) and p. 12 (paras 3-4)). This is not disclosed by any of the cited references. While Bigus discloses use of a central neural network in a predictive dialer, neither Bigus nor any of the other references teach or suggest the use of a neural network for each of a plurality of agent groups to determine agent resource status which is provided to another neural network to determine reassignment of agents based on the respective agent resource status and other parameters, as well as to determine call processing. Thus, the combination of the cited references does not anticipate or render the claims obvious, and therefore the independent claims 1, 10, 19 and 29 are believed to be allowable. In addition, the dependent claims 2-9, 11-18, 20-28 and 30-32 are dependent on now allowable base claims and are therefore also believed to be

allowable.

In addition, claim 3 now calls for prompting the user to identify a database for training, while claim 12 calls for prompting a supervisor to select a neural network model and claim 25 calls for resource allocation to be analyzed by the neural network upon receipt of each call request, all of which are not disclosed in the cited references.

For the foregoing reasons, applicant submits that claims 1-32 are in condition for allowance and earnestly solicits an early Notice of Allowance. Should the Primary Examiner be of the opinion that a telephone conference would expedite prosecution of the subject application, the Primary Examiner is respectfully requested to call the undersigned at the below-listed number.

Respectfully submitted,
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